

**FRANKLIN COUNTY  
DEPT of JOB and FAMILY SERVICES  
1721 Northland Park Ave.  
Columbus, Ohio 43229**

## **J O B   A N N O U N C E M E N T**

**POSITION TITLE:** Customer Support Specialist  
(Bargaining)

**PCN:** 105181

**DEPARTMENT/Location:** Change Unit/Northland

**P. R.:** 03

**REPORTS TO:** Office Manager 2

**RESPONSIBILITIES:** Act as a receptionist/telephone screener for the center; greet applicants, recipients, and visitors and provide necessary linkage with appropriate center staff. Accept required verifications from customers and routes to assigned case manager. Provide support to caseworker; assist with Food Stamp issuance and transaction authorization for recipients of the Ohio Direction Card. Tracks movement and placement of child care recipients and certification status. Responds to general inquires. Provide general information to applicants regarding required documentation necessary for proper eligibility determination. Explain the basic eligibility requirements and procedures to applicants/recipients. Conduct initial screening and registration of new application and secure case files from files area for use by the assigned case manager. Provide information to customers by telephone in response to general inquires. Answer routine questions in reference to case status, benefits issuance, etc. Mail out customer's request for income verification, childcare, public assistance, Healthy Start, and PRC applications. Provide information to appropriate staff in response to inquiries received. Schedule customers electronically for appointments with case managers. Operate the photocopier, sort and distribute mail, serve as Notary Public for center Prepares photo I.D. cards. Receive pay-ins from customers for overpayments, I.D. cards, and returned warrants. Monitor case transfer alerts; assign incoming CRIS-E and childcare based on type of service to appropriate unit. Transfer outgoing CRIS-E and Childcare cases to appropriate center. Scan incoming and outgoing case files for tracking purposes. Forward case records and prepare for movement to other counties as requested. Request case records from other counties when applicable. Ensure information is located in content manager for case audits/reviews. For un-scanned filing, utilize the computer tracking system to identify case numbers for material received that needs to be included in a case record. Perform inventory and stock control for the center. Receive, maintain and distribute supplies for the center. Receive and data requisitions and purchase orders from vendor. Responsible for storage and control of supplies. Complete weekly and monthly reports. Participate in unit meetings and individual conferences. Provide coverage for Customer Support Specialist/Unit Aide.

**MINIMUM QUALIFICATIONS:** A high school diploma or GED is required; supplemented by six (6) months in customer service, office or clerical work; or any equivalent combination of training and experience.

**STARTING SALARY:** \$ 11.54 per hour. 180 day probationary period.  
Plus a Comprehensive Benefits Package

**DATE POSTED:** Monday, March 11, 2013

**DEADLINE TO APPLY FOR INTERNAL APPLICANTS:** Friday, March 15, 2013

**DEADLINE TO APPLY FOR EXTERNAL APPLICANTS:** Friday, March 22, 2013

If interested, please go to [www.franklincountyohio.gov/Commissioners/hr](http://www.franklincountyohio.gov/Commissioners/hr) and apply on-line.

-EOE-